

From: [Mike Hochgraf](#)
To: [PSC Contact](#)
Subject: [External] Individual Complaint Form
Date: Tuesday, May 18, 2021 2:02:07 PM
Attachments: [Complaint_Hochgraf_05-18-2021.pdf](#)

TO:

Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210

Good Afternoon,

Attached is my formal complaint against Dominion Energy for reasons stated in the Individual Complaint Form (attached).

In accordance with the formal instructions I have:

1. 04/21/2021 Contacted the Office of Regulatory Staff (ORS) at 803-737-5230 (Columbia, SC) or 800-922-1531 (toll free) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.
2. Obtained an ORS contact – Takisha
3. 04/21/21 – 05/18/2021 Have **** unsuccessfully **** attempted to work with Dominion energy to informally resolve this issue prior to filing an official complaint with the Commission.
4. 05/18/2021 Filed a formal complaint (attached) against Dominion Energy.

I am requesting your assistance to resolve this issue with Dominion Energy.

Regards,

Mike Hochgraf
3144 Cross Vine Lane
Summerville, SC 29483
Dorchester County
Cell: (610) 573-9979
mikehoch@icloud.com

Complete Form, Print, Sign and Mail to:
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210



Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Text PSCAGENDAS to 39492

To receive an alert when Meeting Agendas are released

Date*: 05/18/2021

Individual Complaint Form

Complainant or Legal Representative Information:

* Required Fields

Name * Michael Hochgraf

Firm (if applicable) _____

Mailing Address * 3144 Cross Vine Lane

City, State Zip * Summerville, SC 29483

Phone * (610)5739979

E-mail mikehoch@icloud.com

Name of Utility Involved in Complaint: * Dominion Energy, Summerville, SC

Type of Complaint (check appropriate box below.) *

☐ Billing Error/Adjustments

☐ Deposits and Credit Establishment

☐ Wrong Rate

☐ Refusal to Connect Service

☐ Disconnection of Service

☐ Payment Arrangements

☐ Water Quality

☐ Line Extension Issue

☒ Service Issue

☐ Meter Issue

☐ Other (be specific) _____

Have you contacted the Office of Regulatory Staff (ORS)? * ☒ Yes ☐ No

Name of ORS Contact: Takisha (on 04/21/2021)

Concise Statement of Facts/Complaint: * (This section must be completed. Attach additional information to this page if necessary.)

The electrical power that Dominion Energy provides to my new house is not reliable. There is documented history detailing that Dominion's electrical service to my new house (and widespread through other houses in specific areas within my NEW community) often causes the GFCI/AFCI (arc-fault) circuit breakers in my new house to trip upon power failure and/or upon power restoration.

** Please see attachment for additional facts **

Relief Requested: * (This section must be completed. Attach additional information to this page if necessary.)

I want Dominion Energy to provide reliable Electrical Service to my house that eliminates the historical problem whereby AFCI circuit breakers in my new house trip upon power failure and/or upon power restoration. Therefore, I am requesting Dominion to resolve this ongoing problem, which they are aware of, on an urgent basis to relieve me and my family, of the burden, worry, and risks associated with this problem.

I UNDERSTAND AND AGREE THAT THE INFORMATION GIVEN ON THIS FORM IS PUBLIC INFORMATION THAT WILL BE PUBLISHED ON THE COMMISSION'S WEBSITE (dms.psc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.

Michael Hochgraf
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA)

COUNTY OF Dorchester)

VERIFICATION

I, Michael Hochgraf
Complainant's Name *

verify that I have read my complaint filed on 5/18/2021
Date *

and know the contents thereof, and that said contents are true.

Michael Hochgraf
Complainant's Signature* (MUST BE SIGNED, DO NOT PRINT)

Internal Use Only

Processed By	Date
H.E.	

THIS IS THE SEPARATE, SUPPLEMENTAL ATTACHMENT TO THE OFFICIAL FORM

Concise Statement of Facts/Complaint: (continued from the form)

Dominion Energy (Richard Gilbert, Manager of Electrical Distribution Operations, Summerville (843) 851-4940)) advised me that this is not a "normal" condition and that this is unique to sections within my new community (Cresswind at the Ponds, Summerville, SC).

When this power outage situation occurs, as it did most recently on April 6, 2021 at approximately 2 PM, the tripped circuit breakers must be manually reset to restore power to the affected areas in the house. As the result of the April 6 power outage, I had 50 % (9 of 18) of my AFCI circuit breakers trip which I had to manually reset. As of April 20, 2021, Dominion Energy (Richard Gilbert) has not returned my repeated emails nor voicemails requesting assistance after the April 6, 2021 power outage.

Other recent power failures with resulting multiple circuit breaker failures are:

- 08/17/2020 Approximately 5:30 AM
- 08/06/2020 Approximately 2:30 PM

I am filing this complaint with the Office of Regulatory Staff (ORS) out of desperation. I must be able to trust Dominion Energy to provide dependable electrical service. This circuit breaker tripping problem is greatly disturbing my life. It greatly diminishes the effectiveness of our standby generator, and has resulted in spoiled food in our refrigerator.

Although I am filing on behalf of myself, this problem appears to be limited in the Cresswind development to phases 3, 4, and 5 – phases 1 and 2 are not affected.

There is a widespread situation in the Cresswind community whereby AFCI circuit breakers trip after/during a power outage. This is not normal circuit breaker tripping, but rather multiple simultaneous AFCI trips immediately upon power failure (and perhaps upon a brief attempt on power restore). Both Dominion Energy and Power Plus Systems (The only electrical company used in my community) concur that circuit breakers tripping in this manner are not a normal condition. The problem began before 2020, but has been formally documented starting in June 2020. On April 6, 2020, we experienced another power outage with widespread examples of circuit breakers tripping upon power failure.

I am still the primary coordinator who has been submitting power failure data to Dominion Energy, and Power Plus Systems to assist them with unique problem, using data that is being formally collected. Beginning in 2020, I have been in personal contact with both Dominion Power (Richard Gilbert, Manager of Electrical Distribution Operations, Summerville) and Chris Waltz (CEO of Power Plus Systems). Both companies acknowledge this is a unique problem to Cresswind, and particularly "interesting" that it is limited to phases 3, 4, and 5 – phases 1 and 2 are not affected.

Regarding the power outage on April 6, 2021, Chris Waltz followed up with Eaton Engineering (the circuit breaker manufacturer) on my notification email to him on April 6, 2021, wherein I notified him (and Dominion) that I had 9 circuit breakers trip from the power outage. That is particularly troubling, because as a direct result of my efforts to resolve this problem, Power Plus Systems replaced all 25 of

my Arc Fault circuit breakers on 11/23/2020. This was at the direction of Eaton Engineering and the new circuit breakers were the latest and redesigned "TL" version. These redesigned circuit breakers were supposed to eliminate the tripping-on-power-fail problem. However, they did not. Chris Waltz told me on April 6, 2021, that the Eaton Engineers looked at the photo I sent of my tripped breakers and absolutely concluded that the pattern of the failed circuit breakers ("A" leg, "phasing" problem) was caused by a power supply problem, not associated with a normal power outage.

Dominion Energy (Richard Gilbert, Manager of Electrical Distribution Operations, Summerville) has failed to respond to my multiple emails and phone messages since April 6, 2021.

Additionally, as a direct result of my efforts to resolve this problem, Dominion Energy performed a six-week instrument analysis (October – November 2020) of the power delivered to my house. At the conclusion of the test/analysis, Kimberly Eads (Dominion Power Quality Manager, Summerville) advised me that the delivered power was "within specs". I advised her and Richard Gilbert, that the only relevant data we required was not analyzed – that of what occurs during a power failure. During the test period, there was not a power outage.

Complaint process following Office of Regulatory Staff (ORS) (Columbia, SC) procedure.

1. 04/21/2021

- a. In accordance with the Office of Regulatory Staff (ORS) instructions, I contacted the Office of Regulatory Staff (ORS) at 803-737-5230 (Columbia, SC) to attempt to informally resolve this issue prior to filing an official complaint with the Commission.
- b. I spoke with Takisha and explained the circumstances and details of my complaint. I explained that as of 04/21/2021, Mr. Richard Gilbert Dominion Energy (Manager of Electrical Distribution Operations, Summerville (843) 851-4940), had not returned my repeated emails nor voicemails requesting assistance after the April 6, 2021 power outage.
- c. Takisha stated that she would reach out to her contact at Dominion Energy Regulatory Division and have her contact me in order to escalate this in an attempt to resolve the problem without submitting a formal complaint.
- d. Later the same day, I received a call from Cindi Hux from Dominion Energy Regulatory Division (803) 217-1111. As I did earlier in the day with Takisha, I explained the circumstances and details of my complaint. She stated that she would escalate this to the President of the operation and I will hear back from Dominion in approximately one week.

2. 05/04/2021

- a. Despite the callback promise made by Cindi Hux on 04/21/2021 (reference 1.d), I had not received a callback from anyone at Dominion Energy. Therefore, I attempted to contact Cindi Hux. My call was answered by someone in her group who put me on hold and then stated that he spoke with Cindi and she was on a conference call and would contact me in approximately 1 ½ hours.

3. 05/05/2021

- a. Despite the callback promise made by Cindi's coworker I spoke with on 05/04/2021 (reference 2.a) I did not receive a callback from Cindi Hux. Therefore, I contacted and spoke with Cindi Hux. Cindi stated that she would have to setup a conference call tomorrow, 05/06/2021, with the people in the groups to determine which of 2 Vice Presidents would have responsibility. She stated that "no matter what, I will contact you by the end of the day tomorrow 05/06/2021, with a status update of the conference call". I repeated her statement back to her and she confirmed her promise.

4. 05/12/2021

- a. Despite the callback promise made by Cindi Hux on 05/05/2021, (reference 3.a), I did not receive a callback from Cindi Hux. Therefore, I called my original contact at the Office of Regulatory Staff (ORS) at 803-737-5230 (Columbia, SC), Takisha, to continue my good-faith efforts to resolve this issue without formally filing a complaint. Takisha stated that she would immediately contact Cindi Hux and ask her to follow up with me.

5. 05/17/2021

- a. I did not receive a callback from Cindi Hux nor anyone from Dominion Energy.

6. 05/18/2021

- a. I have followed the guidelines in accordance with the Office of Regulatory Staff (ORS) instructions to attempt to informally resolve this issue with Dominion Energy prior to filing an official complaint with the Commission.
- b. Dominion Energy has not responded to my good-faith efforts to informally resolve this issue prior to filing an official complaint with the Commission. This document details Dominion Energy's repeated failure to work with me to resolve this problem.
- c. Therefore, my only recourse to resolve this problem is to electronically file this official complaint today with the Public Service Commission of South Carolina, 101 Executive Center Dr., Suite 100 Columbia SC 29210 against Dominion Energy.